



A guide to your company vehicle

fleetpartners.com.au



Your driver guide.

You've been issued with a tool-of-trade vehicle and this guide provides helpful information – keep it handy!

We've got you, 24/7.

Our national roadside assistance is available 24/7, because we know that cars don't just break down during office hours!

Simply call us on **1800 333 100** (select **option 1**) for:

- › a flat tyre.
- › a flat battery (jump start, battery test completed).
- › a replacement battery (the battery will be charged to your running costs budget).
- › a lockout (locksmith services will be charged to your running costs budget).
- › fuel – if you run out, we'll organise enough fuel to get to the nearest petrol station or, organise a tow if fuel isn't available.
- › a mechanical breakdown.
- › a tow – if your car needs towing, we'll organise this.

Windscreen, tyres and other vehicle maintenance

'One Call' is our free concierge service to help you when you need it most.

Simply call **1800 333 100** if you need to:

- › book a service
- › replace tyres
- › fix or replace a windscreen

Booking through 'One Call' and using our preferred partners, mycar and O'Brien will remove delays and ensure you don't receive any out of pocket expenses.

If you'd prefer to use your own repairer, that's fine too. Although, any workshop used to service, repair or carry out maintenance on a company vehicle must be set up in our system prior to works being undertaken.

If you're prefer to use a workshop not on our preferred supplier list, you will need to ask the workshop to email us on **FPAU.PassengerMaintenance@fleetpartners.com.au** at least 3-days prior to their vehicle booking.

Had a bingle?

The easiest way to document an accident for insurance purposes is to take photos on your mobile phone. Be sure to capture:

- › an up-close photo at the point of the collision.
- › a photo of the vehicles involved.
- › a wider view showing the full accident scene.
- › photos of any other damaged property.
- › a street sign or other landmark nearby, to confirm the accident location.
- › a photo of the number plate of any other vehicle involved.
- › a photo of the driver licence, if other drivers are involved.



Call 000 if:

- › if any party involved fails to stop or exchange information.
- › anyone is injured.
- › any of the parties involved appear affected by drugs, alcohol or are behaving aggressively.
- › public property (e.g. telegraph pole) is damaged.
- › if a bus or truck is involved and needs to be towed.

Otherwise, follow these steps:

1. ensure your safety and the safety of others at the accident scene.
2. take photos of the accident scene, before vehicles are moved.
3. move vehicles to a safe location and to minimise traffic congestion.
4. exchange details with the other parties involved in the accident. Use the form in this guide to collect the required information.
5. contact FleetPartners accident management on **1800 333 100** to report the accident. We'll organise to have your vehicle towed (if required) and submit your insurance claim.

Details of accident

If you have an accident, please fill out this form at the scene.
It can also be helpful to take photographs with your mobile phone.

Date:

Time:

Day (light) Night (dark)

Place of accident:

Condition of road: Wet Clear Dry Overcast Raining

Other vehicle

Name of other driver:

Address:

Phone No:

Driver's licence No:

Registration No:

Insured by:

Witnesses

Witness 1 name:

Witness 2 name:

Address:

Address:

Phone No:

Phone No:

Damage to property

Damage: Car Premises Fixtures (e.g... fence, lamp post etc.)

Other (please explain):

Any other notes

Include estimated speed of vehicles; traffic, manoeuvre being undertaken, signalling or lack of etc.

Your questions...answered!

Can I use the fuel cards on another vehicle?

No. The fuel cards are unique to the vehicle and should only be used for that vehicle. If you are swapping vehicles, please leave the fuel cards with the car.

Should I transfer the telematics device?

If your vehicle has a telematics device, it should remain with the vehicle. Do not take the device out, turn it off or attempt to change any settings on the device.

Replacement or lost fuel cards?

If you need a replacement fuel card, or if it has been lost or stolen, call us on **1800 333 100**.

Need vehicle services?

Visit fleetpartners.com.au/service-locator to find your nearest petrol station, charging station, repairer, maintenance outlet, windscreen repairer or tyre centre.

Got more questions? Visit fleetpartners.com.au or call us on **1800 333 100**.